

**MICHIGAN DEPARTMENT OF CIVIL SERVICE
JOB SPECIFICATION**

DEPARTMENT OF STATE AIDE

JOB DESCRIPTION

Employees in this job perform a variety of customer service activities associated with licensing motor vehicle operators and issuing licenses, registrations, and titles for motor vehicles as required by the Michigan Vehicle Code.

There are three classifications in this job.

Position Code Title – Department of State Aide-E:

Department of State Aide 6

This is the entry level. The employee performs a range of branch office customer service assignments in a learning capacity, receiving on-the-job training and close supervision from the branch manager and/or assistant branch manager.

Department of State Aide 7

This is the intermediate level. The employee works in a developing capacity with increased responsibility for performing a range of branch office customer service assignments, under supervision.

Department of State Aide E8

This is the experience level. The employee performs a full range of branch office customer service assignments using independent judgement in making decisions, interpreting and applying policies and procedures within the scope of the work.

NOTE: Employees generally progress through this series to the experienced-level based on satisfactory performance and possession of the required experience.

JOB DUTIES

NOTE: The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

Issue automobile, truck, trailer, and motorcycle plates as well as snowmobile, watercraft, and moped registrations; evaluate all necessary documentation provided by the applicant, and ensures that plates are properly issued to legal owners and that owners carry insurance meeting state requirements.

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Administer various drivers qualifications tests including written test, road-sign tests, and vision tests; evaluates results and reviews test results with the applicant.

Evaluates application and issues driver's license if applicant is determined to be qualified.

Issues vehicle titles and title transfers to dealership and individuals after examining appropriate documentation.

Uses appropriate customer service techniques while handling a high volume of telephone and over-the-counter inquiries regarding Department of State policies, procedures, and regulations or providing instructions or directions to clients.

Collect fees and balances receipts and disbursements; conducts banking transactions as needed.

Operates computer terminals, calculators, automatic cameras, and vision testing equipment (e.g., telebinocular and perimeter machines).

Organizes, dispenses, uses, and accounts for controlled inventory items as plates, tabs, permits, applications and various decals and stickers; orders supplies as necessary.

Registers eligible voters; assist the potential voter in completing the application; forwards application to appropriate city, county, or township clerk.

Issue handicapper-parking permits after determining applicant's eligibility.

Compiles and prepares various reports and responds to correspondence.

Performs related work as assigned.

Additional Job Duties

Department of State Aide E8

Participates in the training of other Department of State Aides or other new employees.

JOB QUALIFICATIONS

Knowledge, Skills, and Abilities

NOTE: Some knowledge in the areas listed is required at the entry level, levels. Developing knowledge is necessary at the intermediate level, and considerable knowledge is required at the experienced level.

Knowledge of Michigan Traffic Laws as they apply to the operation of motor vehicle.

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Sufficient typing skill to complete work related forms, to enter data into and retrieve information from a computer terminal, and to prepare reports.

Knowledge of the Michigan Motor Vehicle Code as it relates to the licensing of drivers and the registration of vehicles.

Knowledge of the Michigan Manual for Uniform Traffic Control Devices.

Knowledge of Department of State policies, procedure regulations, and forms related to the licensing of drivers and the registration of vehicles.

Ability to learn and interpret the laws, rules regulations, policies, and procedures necessary to conduct branch office activities.

Ability to explain Uniform Traffic Control Devices such as lighted controls, posted signs, and pavement markings.

Ability to interpret and explain various aspects of the Michigan Motor Vehicle Code.

Ability to use such equipment as a telebinocular, a perimeter, and a camera.

Ability to communicate effectively.

Ability to make arithmetic computations rapidly and accurately.

Working Conditions

None.

Physical Requirements

Ability to stand for extended periods.

Education

Educational level typically acquired through completion of high school.

Experience

Department State Aide 6

No specific type or amount is required.

Department State Aide 7

One year of experience as a Department of State 6.

Department State Aide E8

One year of experience as a Department State Aide 7.

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Special Requirements, Licenses, and Certifications

Must possess a valid Michigan driver's license.

Must have a satisfactory driving record as outlined in the Department of State's Driver Policy, with less than four points for traffic violations during the past year and no revoked or suspended license during the past three years.

NOTE: Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION

Job Code
DOSADE

Job Code Description
Department of State Aide

Position Title

Position Code

Pay Schedule

Department of State Aide-E

DOSADE

W41-003

ECP Group 1
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